

RELATIONSHIP BETWEEN PERCEPTION OF TRAINING OUTSOURCING
AND ORGANIZATIONAL COMMITMENT AMONG SUPPORT STAFF AT
NAZA TALYYA HOTEL, MELAKA

Prepared for:
PUAN KHALIJAH NOOR

Prepared by:
MUHAMMAD ZULFADLI BIN NORDIN
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)

UNIVERSITY TECHNOLOGY MARA (UITM)
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY

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Muhammad Zulfadli Bin Nordin

June, 2013
Faculty of Office Management and Technology
Universiti Teknologi Mara

ABSTRACT

The human resource practice of training outsourcing is emerging as one of the fastest - growing segments of the broader business process outsourcing industry. In spite of its growing popularity in both academic literature and professional practice, training outsourcing is continuously subjected to critical reviews and on-going debates regarding the decision to 'outsource' or 'not to outsource'. There exists, however, a paucity of research on training outsourcing as a human resource development (HRD) practice on different organizational outcomes. This dissertation is an exploratory study that attempted to build on and extend previous research that examined the relationship between training and organizational commitment by focusing on outsourced training. This study also fills an important gap in the training outsourcing literature by taking into consideration employee perceptions and preferences towards outsourced training. The study is framed by social exchange theory to explore possible relationships between training outsourcing and organizational commitment.

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CHAPTER 1

INTRODUCTON

Today generation, the employee value has become significant to business asset element. Therefore, many firms hire a high value staff and organize course for existing staff and organize course to improve their knowledge and skill. According to Zhang (2012), staff training is the main form of human resource development and is also one of the ways to enhance the competitiveness of enterprises. Therefore, many firms prefer to use external training organization for personnel training, which would reduce cost and improve management efficiency. Such, it is important for a business to concern how they can select or choose an appropriate training organization. Nowadays, many organizations were using training outsourcing to handle training in their organization. Earlier studies have shown that practices of HR have influences performance of organization through individual work related attitudes, such as commitment, motivation and satisfaction (DeLange, 2010). Other than that, Kooij (2010) also said that, training and development that be included in HR practices have been expected as a strong bond of addition to the organization. By using training outsourcing in the organization, it will give some effect to the organization commitment. One of the most significant investments in term of enhancing intellectual capital is training, that is be the organization competitive sustainability in a vital way. (Bulut & Culha, 2010).